

Iowa Department of Human Services - Notice of Decision

PROVIDER NAME
PROVIDER ADDRESS
PROVIDER ADDRESS

Consumer Name:

State ID:

Date of Birth:

County:

Date:

Case #: XXXXXXXXXXXX

NOTICE OF DECISION:

Program:

Elderly

SERVICES

Begin Date

XX/X/XXXX

End Date

XX/XX/XXXX

Units

1

Rate

\$XX.XX

Action

Approved

Procedure:

XXXXX: PROCEDURE NAME

1st CP Amount - Date:

\$0.00 - 12/2015

Ongoing CP Amount - Date:

\$0.00 - 1/2016

Approval Date:

11/5/2015 11:44:40 AM

Provider NPI:

XXXXXXXXXX – PROVIDER NAME

EXPLANATION OF ACTION

Manual or Rule References:

CONFERENCE

If you do not agree with the decision, you may discuss the decision and your situation with the agency staff, obtain an explanation of the action and present information to show that the action is incorrect. This conference does not in any way diminish your right to a hearing described on page two of this letter. You may speak for yourself or be represented by legal counsel, a friend, or other person. If you have trouble understanding this notice, you may call Iowa Legal Aid at 1-800-532-1275. If you live in Polk County, call 243-1193.

REAPPLICATION

If your application has been denied or your assistance has been canceled, you have the right to reapply at any time.

Worker's Signature	Telephone Number
Office Address	

You Have the Right to Appeal

What is an appeal?

An appeal is when you ask for a hearing because you do not like the decision made by the Department of Human Services (DHS). You have the right to file an appeal if you disagree with the decision. You do not have to pay to file an appeal. [441 Iowa Administrative Code Chapter 7].

How do I appeal?

Filing an appeal is easy. You can appeal in person, by telephone or in writing for Food Assistance or Medicaid. You must appeal in writing for all other programs. To appeal in writing, do one of the following:

- Complete an appeal electronically at **or**
- Write a letter telling us why you think the decision is wrong, or
- Fill out an Appeal and Request for Hearing form. You can get this form at your county DHS office.

<https://dhssecure.dhs.state.ia.us/forms/>

Send or take your appeal to the Department of Human Services, Appeals Section, 5th Floor, 1305 E Walnut Street, Des Moines, IA 50319-0114. If you need help filing an appeal, ask your county DHS office.

How long do I have to appeal?

For Food Assistance or Medicaid, you have 90 calendar days to file an appeal from the date of the decision. For all other programs, you must file an appeal:

- Within 30 calendar days from the date of the decision or
- Before the date a decision goes into effect.

If you file an appeal more than 30 days, but less than 90 calendar days from the date of the decision, you must tell us why your appeal is late. If you have a good reason for filing your appeal late, we will decide if you can get a hearing. If you file an appeal 90 days after the date of decision, we cannot give you a hearing.

Can I continue to get benefits when my appeal is pending?

You may keep your benefits until the appeal is final or through the end of your certification period if you file an appeal within:

- Within 10 calendar days of the date the notice is received. A notice is considered to be received 5 calendar days after the date on the notice or

- Before the date a decision goes into effect.

Any benefits you get while your appeal is being decided may have to be paid back if the Department's action is correct.

How will I know if I get a hearing?

You will get a hearing notice that tells you the date and time a telephone hearing is scheduled. You will get a letter telling you if you do not get a hearing. This letter will tell you why you did not get a hearing. It will also explain what you can do if you disagree with the decision to not give you a hearing.

Can I have someone else help me in the hearing?

You or someone else like a friend or relative can tell why you disagree with the Department's decision. You may also have a lawyer help you, but the Department will not pay for one. Your county DHS office can give you information about legal services. The amount you have to pay is based on your income. You may also call Iowa Legal Aid at 1-800-532-1275. If you live in Polk County, call 243-1193.

Policy Regarding Discrimination, Harassment, Affirmative Action and Equal Employment Opportunity

It is the policy of the Iowa Department of Human Services (DHS) to provide equal treatment in employment and provision of services to applicants, employees and clients without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability, political belief or veteran status.

If you feel DHS has discriminated against or harassed you, please send a letter detailing your complaint to:

Iowa Department of Human Services, Hoover Building, 5th Floor – Policy Bureau, 1305 E Walnut, Des Moines, IA 50319-0114 or via email

contactdhs@dhs.state.ia.us

(Food Assistance only) USDA – Director, Office of Adjudication, 1400 Independence Ave SW, Washington, DC 20250-9410, or call 1-866-632-9992 voice. Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339; or 800-845-6136 (Spanish).

Iowa Department of Human Services

Diversity Program Unit 1st Fl
1305 E Walnut
Des Moines IA 50319-0114

Iowa Civil Rights Commission

400 E 14th St
Des Moines IA 50319-1004

U.S. Department of Health and Human Services

Office of Civil Rights Region VII
601 E 12th St Rm 248 Kansas
City MO 64106-2808